

SECTION 1 - 2003 BUDGET SUMMARY
CUSTOMER SERVICE DATA 1996 - 2001

CUSTOMER SERVICE DATA 1996 – 2001

	<u>2001</u>	<u>2000</u>	<u>1999</u>	<u>1998</u>	<u>1997</u>	<u>1996</u>
Active Taps ^{(1),(5)}						
Beginning of Year	<u>282,985</u>	<u>278,374</u>	<u>274,938</u>	<u>271,338</u>	<u>268,676</u>	<u>265,820</u> ⁽⁵⁾
Activated during Year	3,273	4,871	3,732	3,919	2,825	3,013
Discontinued during Year	<u>(207)</u>	<u>(260)</u>	<u>(296)</u>	<u>(319)</u>	<u>(163)</u>	<u>(157)</u>
Net Increase during Year	<u>3,066</u>	<u>4,611</u>	<u>3,436</u>	<u>3,600</u>	<u>2,662</u>	<u>2,856</u>
Total Active Taps – End of Year	<u>286,051</u>	<u>282,985</u>	<u>278,374</u>	<u>274,938</u>	<u>271,338</u>	<u>268,676</u>
Services behind Master Meters	66,997	66,135	64,655	64,225	63,449	62,713 ⁽⁵⁾
Active Meters (excludes customers behind Master Meters) ⁽¹⁾						
Inside City	148,936	147,472	145,466	143,602	142,169 ⁽⁴⁾	141,248
Read and Bill	36,955	36,760	36,114	35,379	34,638	33,791
Total Service	31,974	31,442	30,965	30,575	29,892	29,425
City and County	1,071	1,058	1,055	1,019	1,018	1,020
Monthly	<u>118</u>	<u>118</u>	<u>119</u>	<u>138</u>	<u>172</u>	<u>479</u>
Total Active Meters	<u>219,054</u>	<u>216,850</u>	<u>213,719</u>	<u>210,713</u>	<u>207,889</u>	<u>205,963</u>
Total Active Taps – End of Year	<u>286,051</u>	<u>282,985</u>	<u>278,374</u>	<u>274,938</u>	<u>271,338</u>	<u>268,676</u>
Stub-Ins on System ⁽²⁾	2,992	2,389	3,086	3,483	1,895	2,422
Fire Hydrant Use Permits	456	680	1,132	1,185	999	918
AMR (Automatic Meter Reading) Installations	30,359	--	--	--	--	--
Turn-Offs due to Delinquent Accounts	10,293	9,045	7,920	7,992	8,650	9,317
In-Home Water Audits	98	1,155	1,092	1,751	1,637	1,343
Call Center Calls	133,395	173,016	169,399	140,284	143,955	160,808
Water Quality Calls ⁽³⁾						
Taste and Odor	78	220	148	530	91	--
Clarity	75	75	189	278	197	--
Hardness	0	1	69	70	68	--
Other	80	9	485	644	1,361	--
New Taps Made ⁽⁶⁾	3,869	3,834	4,498	5,838	3,273	3,178

Footnotes:

2002 information was not available at the time of publication.

- (1) Service is on or has not been off for 5 consecutive years. Does not include taps sold to raw water distributors.
- (2) Stub-Ins are a connection made solely to extend the service line from the main to the valve at the property line prior to the paving of the street and are not considered a tap.
- (3) Customer Service started taking Water Quality Calls in 1996. Information prior to 1996 unavailable.
- (4) Beginning in 1997, large meters for wholesale distributors excluded from count, consistent with "Analysis of Customer Accounts for Treated Water."
- (5) Broomfield taps(6,179), removed from Master Meter counts in 1996.
- (6) Customer Service Field took over the duties of the Tapping Shop (Meter Shop) in 1995. Information prior to 1995 unavailable.